



## **West Des Moines Human Services**

### **2020 Holiday Assistance Programs**

#### **Frequently Asked Questions...**

#### **Can I provide a food basket instead of a food card for a family?**

Due to the diversity of our clients, and differences in food preferences, our office has discontinued offering our clients food baskets for the holidays; instead, we offer grocery gift cards and vouchers. However, if you are adopting a family for Christmas, feel free to provide a food basket or grocery gift card (although not required). If providing a food basket, we suggest communicating with the family to find out what their food preferences are.

#### **What dollar amount should my grocery gift card be?**

Food cards or vouchers distributed through West Des Moines Human Services are \$25 per household, regardless of family size. If donating cards to Human Services, please do so in \$25 increments. However, feel free to use your own discretion regarding amount if sponsoring a family and delivering directly to them.

#### **I'm adopting a family for Christmas. May I meet the family I sponsor?**

Yes, please contact the family as soon as possible to let them know you are their sponsor. Please inform us if you have any difficulties in communicating with the family. **Due to Covid-19, we are asking sponsors to deliver gifts directly to the family(s), or arrange to meet at a neutral location.** The Human Services office will not be available as a drop-off location this year.

#### **Is it acceptable to give my adopted family second-hand gifts?**

In general, we ask that our sponsors provide new gifts for the Adopt-A-Family Program. Most of the families live on limited financial means and receive second-hand items throughout the year. The holidays are a time that children look forward to receiving new gifts to call their own. However, if you have an item in good, gently-used condition that the family is in need of, please use your own discretion in passing it on, or consider donating the item to our Clothing Closet.

#### **When is the deadline to adopt a family?**

We would like to have most sponsorships completed by December 11<sup>th</sup>. However, we will continue to accept sponsors as long as we have families in need.

#### **How should I prepare my packages for Adopt-A-Family?**

Please wrap each gift (optional) and label with the recipient's first name. You may write "from Santa" or simply leave the "from" portion off.

#### **If I am not able to commit to adopting an entire family, may I still make a contribution?**

Yes! There are many ways to help without taking on the commitment of adopting a family. Every effort makes a difference. Please consider one of the following:

- ❖ Donate a \$25 grocery gift card
- ❖ Donate gift cards for those families who do not get sponsored through Adopt A Family
- ❖ Make a monetary donation designated to our "Holiday Assistance Program"

**For more information, please contact Melinda Hotovec at 515-222-3663 or**  
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